



**Job Location:** Knox County 2700 Middlebrook Pike Suite 200 Knoxville, TN 37921

## **Field Management Director 1**

The Department of Human Services mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

The Tennessee Department of Human Services is announcing a vacancy for a Field Management Director 1 (FMD1) position. The vacancy is within the Division of Family Assistance and is responsible for oversight and leadership in the Department's District 2 for approximately 85 professional and support level positions in Knox County. The FMD1 reports to the Field Management Director 3 and is responsible for all aspects of field operations. This includes administrative responsibilities ranging from matters involving grounds/facilities to a human resources component. The primary responsibilities center on the administration of the division's two major programs; Families First (TANF) and the Supplemental Nutrition Assistance Program (SNAP).

### **Position Responsibilities:**

- Supervises up to 85 direct reports.
- Primary responsibilities center on the administration of the division's two major programs- Families First (TANF) and the Supplemental Nutrition Assistance Program (SNAP).
- The FMD1 must maintain a focus on continuous quality improvement, be performance driven, provide rapid response problem solving, and promote individual and professional growth amongst the team.
- Collaborate with community partners and contractors to engage our customers in employment and training, educational opportunities, and available resources.

### **Position Requirements:**

- Bachelor's degree in a social sciences field such as social work, psychology, public administration, etc. Master's degree in the same is preferred.
- Substitution of Experience for Education: Any teaching or training experience or any remaining professional experience may be substituted for the required education, on a year-for-year basis, to a maximum of four years.
- Must possess a background in SNAP and TANF policy and have ACCENT knowledge.
- Must be able to demonstrate the ability to foster teamwork and progress toward a stated vision with a large scale workforce.
- Must have exceptional written and verbal skills, including presentation and public speaking skills
- Must possess a strong emotional intelligence that aids in successful interpersonal/professional relationship.

**Competencies:**

- A candidate must possess strength in strategic thinking, staff coaching/development, program administration, and process design/implementation.
- This position serves an urban district, understanding this cultural element is a must.
- Proven ability to forge strong relationships with both staff and community partners.
- Maintain a focus on continuous quality improvement, be performance driven, provide rapid response problem solving, and manage staff relationships in such a way to promote individual and professional growth amongst the team.

**Information regarding State of Tennessee benefits:**

<https://www.tn.gov/hr/employees1/benefits.html>

**How to Apply:**

- Please submit resume and cover letter outlining your related experience to [talent.management.dhs@tn.gov](mailto:talent.management.dhs@tn.gov) By February 25, 2019. All email submissions must include in the subject line: Field Management Director 1 – Knox County
- **Target Salary:** \$46, 752. Salary offer will be commensurate with knowledge, skills and experience directly related to this job.

Applicants may be subject to background check.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.)

*Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.*